

DSI is awarded the Certificate of Complaints Handling System

In order to optimize the quality system, besides the implementation of the Quality Management Systems (ISO9001:2015), the Identification Services Bureau (DSI) strives to improve complaint handling procedures. In March 2009, DSI first underwent the certification of the complaints handling system (ISO10002:2004) for the entire bureau. In May 2009, DSI was awarded the ISO10002:2004 Certificate by the British International Organization for Standardization, and was also successfully certified to ISO10002:2014 complaints handling system in 2014. In 2018, the International Organization for Standardization updated the standard of complaints handling system to ISO10002:2018 with higher requirements to the system. In November 2020, DSI was successfully certified to ISO10002:2018.

By establishing a complete complaints handling system, DSI provides channels to citizens for giving suggestions, making complaints or raising objections. It helps DSI to listen to citizens and take proper follow-up actions. DSI aims at establishing a citizen-oriented, consistent, systematic and highly responsive complaints handling mechanism, so as to improve the quality of public services and achieve the goal of continuous improvement in performance.

Identification Services Bureau

6th January 2022